



INCREASING REFUGEE AND TRAINEE COMFORT IN CROSS-CULTURAL MEDICAL INTERACTIONS

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INTRODUCTION

Our project idea was to form a local partnership with the International Learning Program (ILP) to provide medical trainees an opportunity for community engagement while also improving health literacy among refugees.

KERN INSTITUTE TRIPLE AIM

We set out to create an experience that would improve:

- Character:** By interacting with the refugees and having a better understanding of their experience, medical trainees will be more likely to treat this population with integrity, honesty, and fairness
- Competence:** Teaching trainees about forming ethical community partnerships, leading projects, and collaborating with community leaders
- Caring:** Increasing empathy and compassion towards patients by improving medical trainees' understanding of the refugee community

PROJECT DESCRIPTION

Value Statements:

- The ILP would allocate resources to creating an experience for refugees to practice healthcare interactions
- Medical trainees would dedicate time to a program that increases their cultural humility and comfort in cross-cultural healthcare interactions, and provides opportunity for academic scholarship

Discovery Process: 19 interviews conducted

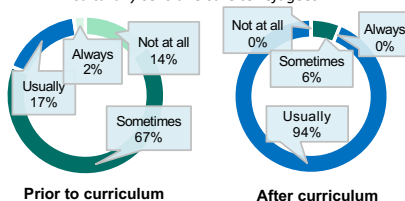
- Support from ILP leadership and refugee students
 - Clarified medical trainee goals and motivators
 - Gathered advice from Milwaukee physicians
 - Sought feedback from trainee leadership
 - Identified opportunities for collaborations statewide
- Minimum Viable Pilot:** Role playing a typical doctor visit

RESULTS

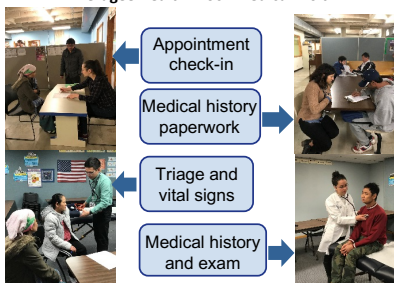
Refugee Health Education Night for Trainees held in January 2019

- In a pre-survey, <5% of trainees report receiving adequate dedicated class time covering medical issues unique to immigrant and refugee populations.

"I feel confident in my ability to provide culturally sensitive care to refugees."



Refugee Health Mock Medical Visit:



DISCUSSION

- Due to the unique experiences of refugees, conventional medical education may not adequately prepare trainees to provide culturally sensitive care to this population
- Population-specific curriculum can improve trainee understanding and comfort in providing medical care to cultures different than their own
- Mock Medical Clinics are meaningful experiences for both trainees and refugees:
 - They provide trainees with an opportunity to practice cross-cultural care
 - They help refugees become familiar with the US healthcare system

ENTREPRENEURIAL MINDSET

We were **Curious** about how comfortable trainees feel in providing medical care to refugees, and about how we could use our skills to make refugees feel more at home here in the US.

We created a **Connection** and **Collaboration** with the ILP by devising a health literacy curriculum that our trainees are delivering to their refugee learners to both improve cultural humility among trainees and familiarize the refugees with the US healthcare system

We **Created** value by devising a Mock Clinic experience that we plan to repeat for refugee learners as part of their resettlement process and presenting a curriculum for medical trainees to help them better understand their refugee patients.

We would like to thank the staff and students at the ILP and MCW medical students and residents for their partnership in this project and the Kern Institute for making our idea a reality.